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Issue 11

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Massachusetts State 911 Department Newsletter

*Generation after generation they have served
our country and our community. From all of
us at the State 911 Department
Thank You!*



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U.S. Navy
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U.S. Army
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Updates from our Systems Division



If you are considering any renovations to your PSAP, please let us know what you are looking to do. Please know it helps us tremendously to learn in advance what relocations, renovations or other changes such as telephone system upgrades you have on the horizon. Once we know you have something in mind, we can reach out to you periodically and keep an eye on your projects so there are no surprises. Letting us know when you go to the town for additional funding, or go to the public for a vote helps us ensure our participation in your project is a success. If you have any projects on the horizon, please let us know by contacting Jeff Jeffers at jeff.jeffers@state.ma.us or by phone at 508-821-7213.

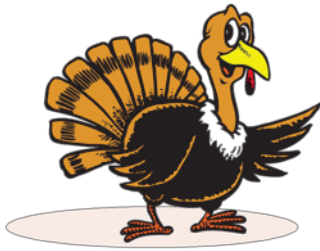
Cell phones are increasingly replacing landlines and, in turn, there is an increase in indoor wireless calls to 9-1-1. This trend highlights the critical importance of enhanced indoor, wireless location accuracy. With the FCC measure on Wireless E911 Location Accuracy Requirements adopted in January 2015, and having gone into effect in August 2015, location accuracy requirements include timeframes for the provisioning of x/y and z-axis information. This is just the beginning of the efforts required by all carriers to improve indoor wireless location accuracy. You can find the measure on the FCC website at https://apps.fcc.gov/edocs_public/attachmatch/FCC-15-9A1.pdf.



The Next Generation 9-1-1 project is underway and to date we have cutover 21 PSAPs to the new system. PSAPs will be hearing from the Programs Division regarding workshops 90 days prior to the scheduled cutover date. Prep work, such as circuit installations, equipment staging, and circuit testing, will occur approximately 30 days prior to your cutover date. If you have any questions on the Next Generation 9-1-1 schedule, please contact Tricia Pries at 508-821-7206 or by email at tricia.pries@state.ma.us.

Every system requires maintenance, and the Next Generation 9-1-1 system is no different. Upgrades to the system will occur on a rolling basis and will require call takers to log off their system and log back in. When the upgrade process is about to begin, the GDIT NOC will contact PSAPs via a system announcement letting them know to logoff. If, after a certain amount of time, the call taker has not logged off, the NOC may contact your PSAP and ask the user to log off. If you have any operational questions on logging in and out, please contact Monna Wallace in the Programs Division at monna.wallace@state.ma.us

Updates from our Fiscal Division



November



Fiscal Year 2017 is well underway. The FY 2017 grant guidelines are available on our website (www.mass.gov/e911).
Apply Today!!!



PSAPs are required to utilize FY 2017 reimbursement forms for submission of requests under the FY17 grant programs. PSAPs should ensure all fields are properly filled out and the required supporting documentation is included with a reimbursement submission. Failure to include all information or documentation may result in a payment reduction or a return of the reimbursement for correction and resubmission.



Help is at your fingertips. The State 911 Department's Fiscal Division is only a phone call or e-mail away. Whether you are new to our grant programs or simply would like a refresher course on the grant guidelines and/or reimbursement process, assistance is available at your convenience. Please contact Karen Robitaille at 528-821-7221 or Karen.Robitaille@state.ma.us to schedule an appointment.

Updates from our Training Division

New Interpreter Service

Telelanguage began providing interpreter services in October and is now fully deployed at all of our PSAPs. Because the service is new, the State 911 Department is monitoring the service closely. Please notify Monna Wallace at monna.wallace@state.ma.us if you experience any issues or have questions about the new service.

Next Academy

The next academy will begin on January 9, 2017 and will run through February 10, 2017. Interested PSAPs should contact Cathy Rodriguez at cathy.rodriguez@state.ma.us for enrollment or questions.

Next Generation 9-1-1 Training

Training is underway for our Next Generation 9-1-1 PSAP deployment. Cathy Rodriguez or Venus Wheeler will contact each PSAP in advance of their deployment date to provide a training schedule. Training is being conducted at the State 911 Department's training facilities in Maynard, Middleborough, and Springfield, as well as at the GDIT facility located in Westwood.

Next Generation 9-1-1 Admin Training

Next Generation 9-1-1 Admin Training will be offered on Fridays from 9am-1pm starting Dec. 9, 2016 at our Maynard Training Facility. Please contact Venus Wheeler at venus.wheeler@state.ma.us or 508-821-7201 to register for the training or for more information.

Certified 9-1-1 Telecommunicators

ATTENTION: The State 911 Department wishes to remind PSAPs that only **certified personnel** should be answering 9-1-1 calls. If a PSAP is using sworn officers or part time telecommunicators to staff their centers on an interim basis, they must all be certified through the State 911 Department before taking 9-1-1 calls.

Massachusetts Equipment Distribution Program



Pictured above from left to right: Chris Plant, Chris Hartling-Field Advisors; Grant Harrison-EDP Manager; Glenn Schultz, Melanie DeRosa, Chris Murphy, and Marguerite Szczawinski-Field Advisors.

Members of the Massachusetts Equipment Distribution Program (Mass EDP), recently attended the Annual Massachusetts Council on Aging (MCOA) Fall conference. The two day event was held at the Sea Crest Hotel in Falmouth on October 26th & 27th. The conference was well attended by representatives from MCOA centers and other Commonwealth organizations that provide special services to Massachusetts residents.

By attending the conference, Mass EDP Field Service Advisors had the opportunity to update attendees on changes in telecommunications technology and showcase telephones that are available in the program for Massachusetts residents at little or no cost.

For more information on the Massachusetts Equipment Distribution Program application process, or to request a member of the EDP team to participate in an outreach event in your community, please contact EDP Manager, Grant Harrison at grant.harrison@state.ma.us or speak with a customer service representative by calling **1-800-300-5658 Voice/TTY**.

David Connolly Communications Center Manager Leadership Award



Pictured above from left to right: Fred Hart, Supervisor-Cambridge Communications; Mary Ann McLaughlin, Supervisor-Acton Police Department; Christopher Campbell, Supervisor-Seekonk Public Safety Communications; Tracey Eldridge, Director-Rochester Communications; Charles Goodwin, Supervisor-Natick Police Department.



The State 911 Department wishes to congratulate Christopher Campbell, Director of Communications in Seekonk on his selection as the 2016 recipient of the David Connolly Communications Center Manager (CCM) Leadership Award. Director Campbell, along with 4 other Massachusetts CCM scholarship recipients participated in the CCM Course. Director Campbell was selected from PSAP leaders from across the country and was chosen by his classmates as this year's award recipient. Director Campbell will represent Massachusetts at the 2017 Navigator Conference in New Orleans.

